

Scorecard >

1.0	Customer			ADD
		Actual	Goal	As of Date
	Improved community relations in Miami-Dade County			
	OCR Board Satisfaction Rating			
	Activities to Promote Creation of CRBs	1	1	FY06 Q3
	Forum/Workshop Attendee Satisfaction Rating			
	Countywide Resident Satisfaction Survey Ratings			
	Secret Shopper Score (Community Relations)	4.8	4.0	Cal04
2.0	Financial			ADD
		Actual	Goal	As of Date
	Meet Budget Targets (Community Relations)			
	Revenue: Total (Community Relations)			
	Expen: Total (Community Relations)	\$417.0	\$446.0	FY06 Q3
3.0	Internal			ADD
		Actual	Goal	As of Date
	Administer Goodwill Ambassador & Community Response Team Programs			
	Community Response Team Preparedness	n/a	n/a	Jun 2006
	Goodwill Ambassador Preparedness	100.0 %	75.0 %	Jun 2006
	Support of Advisory Boards			
	OCR Board Meetings Held	5	5	Jan 2006
	Workshops or Forums Held	7	6	FY06 Q2
4.0	Learning and Growth			ADD
		Actual	Goal	As of Date
	Increase Staff Professional Development			
	Administrative Support Staff Training			
	Advisory Board-Related Trainings or Workshops			
	Public Administration Workshops and Training	3	1	FY06 Q3

Scorecard Details >

Exception Report

Owners

Monitors

EXPLORE

Scorecard Name:

Community Relations, Office of

Williams, Selena

Capp, Larry

Bryant, Mae

Taylor-Wooten, Irene

Description:

Parent Scorecards

Child Scorecards

LINKS

ACM Scorecard - Bryant, Mae

Objective Name	Owner(s)
Improved community relations in Miami-Dade County	Mae Bryant Larry Capp Selena Williams

Initiatives Linked To Objective	Owner(s)
Asian Heritage Month Celebration	Mohammed Shakir
Black History Month Celebration (Feb 07)	Retha Boone
Worship Community Outreach for Hurricane Preparedness	Larry Capp Selena Williams

GrandParent Objectives

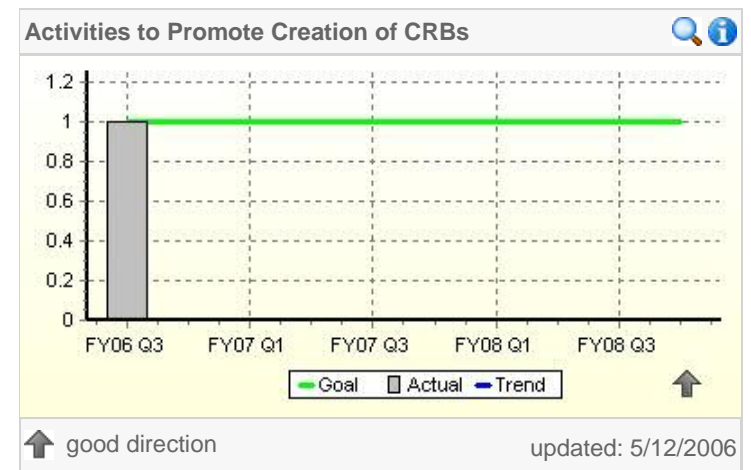
Parent Objectives
Develop positive relationships among all groups to promote unity in Miami-Dade County

Measures	Owner(s)
OCR Board Satisfaction Rating	Larry Capp Selena Williams



Initiatives Linked To Measure		Owner(s)	
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
Board Satisfaction with Content	n/a	n/a	
Board Satisfaction with Meeting Preparation	n/a	n/a	
Board Satisfaction with presentations and/or guest speakers	n/a	n/a	
Overall Satisfaction with Individual Meeting	n/a	n/a	

Activities to Promote Creation of CRBs		Larry Capp	Selena Williams
Performance Graph	Initiatives Linked To Measure	Owner(s)	



Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Number of Leadership Council of Community Relations Meetings	n/a	n/a	
Number of meetings/activities to promote creation of municipal and regional CRBs	n/a	n/a	

Performance Graph

Forum/Workshop Attendee Satisfaction R...



updated: never

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Workshop Attendee Overall Satisfaction with Forum/Workshop	n/a	n/a	
Workshop Attendee Satisfaction with Content	n/a	n/a	
Workshop Attendee Satisfaction with Presenters/Speakers	n/a	n/a	
Workshop Attendee Likelihood of Attending Additional OCR Forums/Workshops	n/a	n/a	

Countywide Resident Satisfaction Survey Ratings

Selena Williams

Performance Graph

Countywide Resident Satisfaction Survey...



updated: never

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
A. Race or ethnic tension is a problem in Miami-Dade County as a whole	48.42 %	n/a	FY05
B. Racial or ethnic tension is a problem in my neighborhood	15.41 %	n/a	FY05

Secret Shopper Score (Community Relations)

Larry Capp

This measures the satisfaction of secret shoppers with the department's services at its points of contact with the public. The goal of 4.0 on a 1.0 - 5.0 scale, 5.0 being best, is based on the 4 out of 5 goal stated in the Miami-Dade County Strategic Plan under Enabling Strategies (ES1).

Performance Graph

Secret Shopper Score (Community Relati...



↑ good direction

updated: 7/7/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE

Financial

Objective Name	Owner(s)
Meet Budget Targets (Community Relations)	Larry Capp Selena Williams

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Planned necessary resources to meet current and future operating and capital needs (priority outcome)

Parent Objectives

(ES8.2.1) Meet Budget Targets

Measures	Owner(s)
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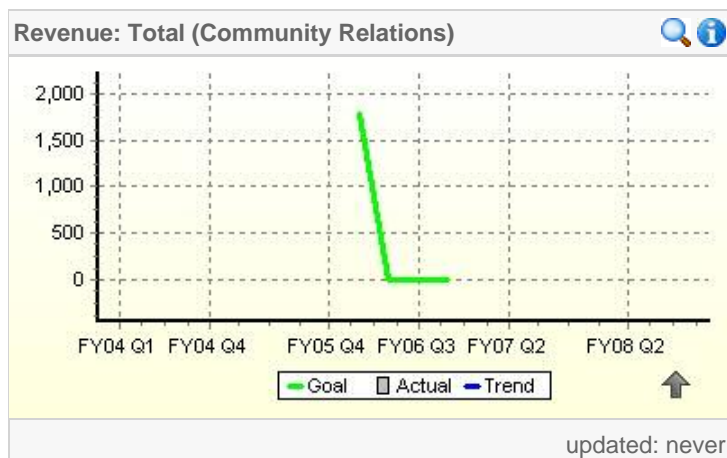
Revenue: Total (Community Relations)

Total revenue in \$1,000s (from FAMIS)

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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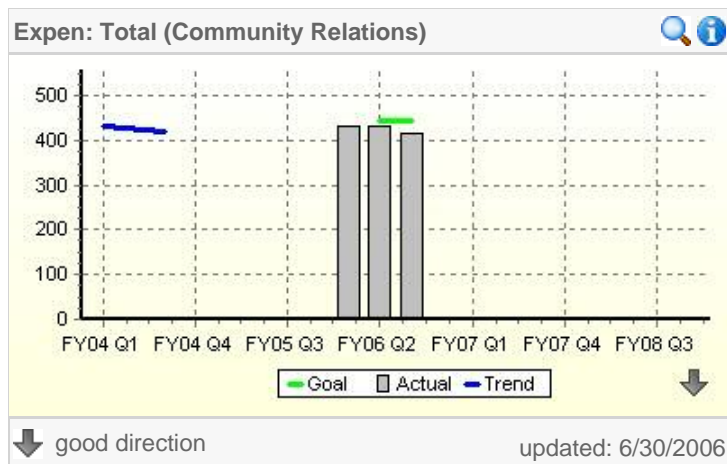
Expen: Total (Community Relations)	Selena Williams	Larry Capp
Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)		

Performance Graph	Initiatives Linked To Measure	Owner(s)
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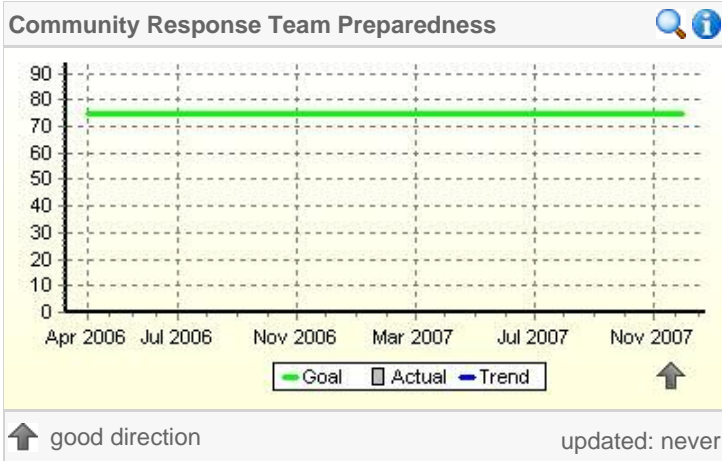
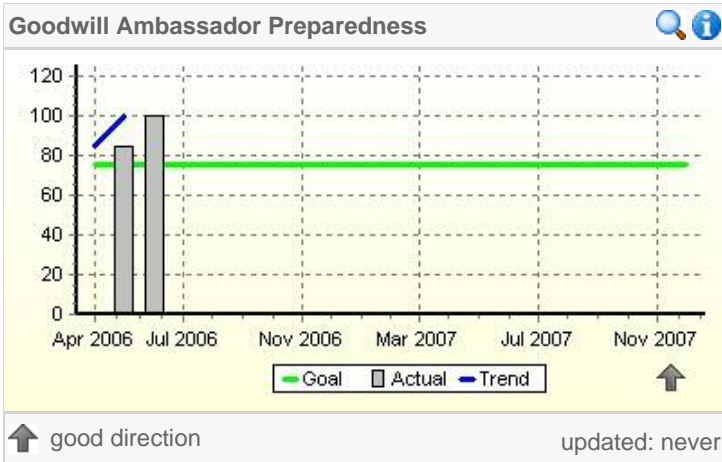
Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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	Expen: Personnel (Community Relations)	\$392	\$408	FY06 Q3
	Expen: Other Operating (Community Relations)	\$21	\$35	FY06 Q3
	Expen: Capital (Community Relations)	\$4.0	\$3.0	FY06 Q3



Internal

Objective Name		Owner(s)	
Administer Goodwill Ambassador & Community Response Team Programs		Edward Harris Selena Williams Community Relations	
Initiatives Linked To Objective		Owner(s)	
GrandParent Objectives			
Develop positive relationships among all groups to promote unity in Miami-Dade County			
Parent Objectives			
(HH6.1) Improved community relations in Miami-Dade County			
Measures		Owner(s)	
Community Response Team Preparedness		Edward Harris Selena Williams	
Performance Graph			
<div><div>Community Response Team Preparedness</div></div>			
Initiatives Linked To Measure		Owner(s)	
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
Community Response Team Members Passing Post-training Test	n/a	n/a	Jun 2006
Number of Community Response Team Trainings	n/a	n/a	Jun 2006
Goodwill Ambassador Preparedness		Edward Harris Selena Williams	
Performance Graph			
<div><div>Goodwill Ambassador Preparedness</div></div>			
Initiatives Linked To Measure		Owner(s)	
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
GWAs Passing Post-training Test	15	n/a	Jun 2006
Number of Goodwill Ambassador Trainings	15	1	Jun 2006

Objective Name**Owner(s)**

Support of Advisory Boards

Larry Capp Selena Williams Community Relations

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives****Parent Objectives****Measures****Owner(s)**

OCR Board Meetings Held

Selena Williams Larry Capp

Performance Graph**Initiatives Linked To Measure****Owner(s)****OCR Board Meetings Held**

↑ good direction

updated: 2/27/2006

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
AAAB Board Meetings Held	n/a	n/a	
BAAB Board Meetings Held	n/a	n/a	
▲ CFW Board Meetings Held	1	1	Jul 2006
CRB Board Meetings Held	n/a	n/a	
▲ HAAB Board Meetings Held	1	1	Jun 2006

Workshops or Forums Held

Selena Williams

Performance Graph**Initiatives Linked To Measure****Owner(s)****Workshops or Forums Held**

↑ good direction

updated: 5/9/2006

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
AAAB Workshop/Forums Held	n/a	n/a	
BAAB Workshop/Forums Held	n/a	n/a	
▼ CFW Workshop/Forums Held	0	1	FY06 Q3
CRB Workshop/Forums Held	n/a	n/a	
▲ HAAB Workshop/Forums Held	1	1	FY06 Q3

Learning and Growth

Objective Name	Owner(s)
Increase Staff Professional Development	Larry Capp Selena Williams Community Relations

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

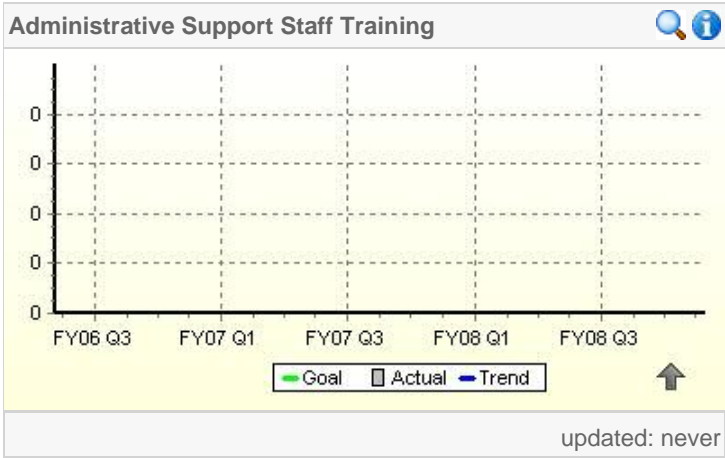
Parent Objectives

Measures	Owner(s)
Administrative Support Staff Training	Larry Capp Selena Williams
Trainings attended by Clerical and Community Relations Assistant staff	

Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE



Advisory Board-Related Trainings or Workshops	Larry Capp Selena Williams
Trainings or workshops related to specific advisory boards	

Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE



Public Administration Workshops and Training	Larry Capp Selena Williams
Trainings associated with public administration	

Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

ACTUAL GOAL DATE

